



Quality Strategic Plan 2007 - 2010

'1 Vision, 5 Goals, 25 Priorities, Infinite possibilities'

GOAL 1 Continuously Improve the Safety of our Services	GOAL 2 Continuously Improve our Systems and Processes	GOAL 3 Continuously Improve our Practices	GOAL 4 Continuously Improve our Relationships and Partnerships	GOAL 5 Continuously Improve the Health of our Communities
A culture of 'no blame' reporting	Patient/consumer flow and integration	Patient/consumer and family-centered approaches	Open disclosure	Reduction preventable disease, infection, addiction, impairment
Analysis, action and shared lessons in response to error	Fostering innovation and improvement	Evidence-based best practice	Community participation and partnership	Responsible patients/consumers and communities
Improved medication safety	Good use of resources	Successful recruitment and retention	Patient/consumer satisfaction	Equitable and accessible services
Prevention and control of infection	Good use of technology	Professional development	Workforce satisfaction	Reduced barriers for patients/consumers who are disabled
Prevention of patient/consumer 'handover' errors	Performance measurement and evaluation	Credentialing processes	Collaboration with other organisations	Chronic disease well managed